INFORMATION TECHNOLOGY
"Change Management Group"

CDM/ISEA Team Lead Update
3 December 02
Washington, DC

IT Change Management

MISSION: Identify areas for process improvement including the ability to accommodate and manage change through the proper application of best Configuration Management practices

Information Technology
Action Item: # 001
Action Source: Group Consensus   Due: 30 May 02

Brief Description:

- Assess current CM process at NLSC.

Action Item:

- NAVSEA 04L5 will form an independent audit team to assess the current CM process and work with NLSC to establish an improved CM process.

Status:

- **Complete** - Assessment performed in May 02.

Information Technology
Action Item: # 002
Action Source: Group Consensus   Due: June 02

<u>Brief Description</u>:

- Standardize the Change Request (CR) form.

<u>Action Item:</u>

- Develop and establish a standardized Change Request (CR) form. There should be one standardized form to reflect all major or minor changes to CDMD-OA and associated hardware. (A procedure on how to fill out the CR form is required. Also, hardcopy will be accepted.)

<u>Status:</u>

- **<u>Complete</u>** – Standard process established and issued that all change requests are to come through the HelpDesk.

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Information Technology
Action Item: # 003
Action Source: Group Consensus   Due: August 02

Brief Description:

- Not all changes are tracked throughout their life-cycle from initiation to implementation.

Action Item:

- Requirements for tracking changes need to be enhanced to include all categories of changes. The tracking tool should reside in a single database.

Status:

- **Complete** – HelpDesk tracks trouble calls and resolution (not just initial quick fix or work-around). Also, AUTOSIR numbers identified to release in which they are resolved.

Information Technology
Action Item: # 004
Action Source: Group Consensus   Due: Jan 04

Brief Description:

- Formalize the criteria for when a change needs 04L5 approval versus local NSLC approval.

Action Item:

- NAVSEA 04L5 to provide formal criteria for when a change requires their approval versus NLSC approval only.

Status:

- **In process** – Official criteria not documented, but 04L5 approves all changes other than bug fixes.

Information Technology
Action Item: # 005
Action Source: Group Consensus   Due: As Required

<u>Brief Description</u>:

- Controlling Interface changes.

<u>Action Item:</u>

- Interface Control Working Groups (ICWGs) need to be established.

<u>Status:</u>

- **<u>Evolving</u>** – As issues arise (examples - Fleet Firewall, REMAD, Triple RIN), informal Interface Teams are formed among the involved organizations. All modifications to and from CDMD-OA are closely reviewed for interface impact.

Information Technology
Action Item: # 006
Action Source: Group Consensus   Due:

<u>Brief Description</u>:

- NAVSEA and NSLC CCB process.

<u>Action Item:</u>

- NAVSEA needs to strengthen and formalize CCB process.

<u>Status:</u>

- **<u>Complete</u>** – CCB still meets infrequently; however, it works, taking into account limited resources, and relatively low number of actual modifications to CDMD-OA. "Virtual CCB" (by e-mail) for issues that require action in interim.

Information Technology
Action Item: # 007
Action Source: Group Consensus   Due:

Brief Description:

- Implementation planning is inadequate.

Action Item:

- A formal approach to Implementation planning being established for complex changes. (NSLC owns the implementation plan)

Status:

- **In Process** – Improvement made in this area. NSLC-DETPAC does have a formal step-by-step process in place, and are documenting it.

Information Technology
Action Item: # 008
Action Source: Group Consensus   Due:

Brief Description:

- Testing process needs to be improved.

Action Item:

- Establish a formal procedure to write test plans in the appropriate format for testing CDMD-OA software.

- Establish a separate test platform to test CDMD-OA software.

Status:

- **Ongoing** – Test scripts are formally documented. End-to-end and independent testing is done before release. Separate test databases have been established.

Information Technology
Action Item: # 009
Action Source: Group Consensus   Due:

Brief Description:

- Change Process Metrics will be provided to management.

Action Item:

- The new change request forms will be structured to provide meaningful metrics:

  - Measurements and reason for change, cost of change and cycle time

  - Status reports of all approved and pending changes will be provided to management on a regular basis (*see next slide*)

Status:

- **Ongoing** – HelpDesk provides statistics on call resolution (individual open calls are reviewed manually). In-process changes are identified and status is provided weekly to 04L5.

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Information Technology
Action Item: # 010
Action Source: Group Consensus   Due: June 04

Brief Description:

- Baseline management needs to be improved.

Action Item:

- Assess current baselines and make recommendations for improvement.

Status:

- **Ongoing** - Code baseline is being addressed by Code Review Team (roughly 70% complete). Structure and process for entering code into Source Safe has been initiated. Equipment and other software baselines are established and are being documented.

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Information Technology
Action Item: # 011
Action Source: Group Consensus   Due:

Brief Description:

- Document Control Process.

Action Item:

- Generate procedures for master document control.

Status:

- **Ongoing** – NSLC-DETPAC is in process of documenting all procedures. Tech writers have placed all existing documents into Source Safe, and control will be managed using this tool.

Information Technology
Action Item: # 012
Action Source: Group Consensus   Due: July 04

Brief Description:

- There is a need for a dedicated configuration manager to oversee the change management and other related CM processes.

Action Item:

- Identify a Configuration Manager who will be responsible for creating and maintaining CM processes for CDMD-OA, RAD, and other associated software and hardware.

Status:

- **On Hold** – Awaiting current NAVSEA and NSLC-DETPAC realignments.

Information Technology
Action Item: # 013
Action Source: Group Consensus   Due: July 04

<u>Brief Description</u>:

- NAVSEA review of existing IT CM best practices.

<u>Action Item:</u>

- Investigate best IT CM practices and apply as appropriate.

<u>Status:</u>

- **<u>Ongoing</u>** - Best practices are being identified from CDM/ISEA assessments, and selected for consideration as part of Business Process Reengineering.

Information Technology
Action Item: # 014
Action Source: Group Consensus   Due:

Brief Description:

- Establish due dates.

Action Item:

- Develop critical path and POA&M based on recommendations made by independent CM assessment team.

Status:

- **Partially Complete**

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